ISO-9000 certification for Indian Public Sector Organisations

*345. SHRI SURESH KALMADI: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that several Public Sector organisations are in the process of obtaining certification of International Organisation for Standardisation (ISO-9000); and

(b) if so, the reasons therefor and the details of the procedure to be adopted?

THE MINISTER OF STATE IN THE MINISTRY OF INDUSTRY (DEPARTMENT OF HEAVY INDUSTRY AND DEPARTMENT OF PUBLIC ENTERPRISES) (SHRI P.K. THUNGON): (a) and (b) Yes, Sir. Some Central Public Sector Undertakings are in the process of obtaining ISO-9000 certification. Certification of ISO-9000 is a demonstration of an enterprises' capability to manufacture and supply goods meeting the prescribed quality assurance standards as accepted internationally. For organisations engaged in export activity, conformance to this standard can facilitate increased export opportunities. Certification is done through accredited certification agencies operating in the country. Organisations interested in obtaining ISO certification have to approach one of these accredited agencies and follow the systems and procedures laid down by them. For the service rendered, the agency charges a fee.

SHRI SURESH KALMADI: Sir, my question relates to the ISO-9000 certification... *(Interruptions)...!* would like to know from the hon. Minister as to" how many public sector companies have got into the ISO-9000 registration. ...*(Interruptions)....* The EEC will insist on this particular specification from next year onwards. I would also like to know from the hon. Minster whether the system of self-certificaiton will .be implemented in respect of major Indian exporting companies because today there is so much of corruption in that area. ...*(Interruptions)....* These exporting companies have hassles. There are thousands of items which are being exported. *(Interruptions)...* If the system of self-certification is there, it will help the export of various items. *(Interruptions)....* I would like to know if any particular Indian public sector company has got into the ISO-9000 or not and what the steps *arc..(Interruptions)...* that the Government is taking to bring in ISO-9000 certification. This is my first supplementary. *(Interruptions)...*

SHRI P.K. THUNGON: Sir, some Central public secter undertakings are in the process of obtaining ISO-9000 certification. *(Interruptions)...* Certification of ISO-9000 is a demonstration of an enterprise's capability to manufacture and supply goods meeting the prescribed quality assurance standards as accepted internationally. *(Interruptions)...* For organisation engaged in export activity, conformance to this standard *(Interruptions)...* can facilitate increased export opportunities... *(Interruptions)...* Certification is done through accredited certification agencies operating in the country ...*(Interruptions)* ____ Organisation interested in obtaining ISO certification have to approach one of these accredited agencies ...*(Interruptions)...* and follow the systems and procedures laid down by them. For the service rendered, the agency charges a fee...*(Interruptions)...*

SHRI SURESH KALMADI: Sir, the Ministers reply is not very satisfactory ...*(Interruptions)....* I asked one question and his reply is altogether different ..... *(Interruptions)...*

MR. CHAIRMAN: You may ask your second supplementary... *(Interruptions)....*

SHRI SURESH KALMADI: Sir, I was asking if there is any Indian public sector company which has got ISO-9000

certificaiton. ...*(Interruptions)*... He has not answered my first supplementary. You please ask the Minister to answer my first supplementary before I go on to my second supplementary .... *(Interruptions)*...

SHRI P.K. THUNGON: Sir, I have already stated that ...*(Interruptions)*....

SHRI SURESH KALMADI: Sir, I am very satisfied with the reply. That is a good answer. Now my second supplementary... *(Interruptions)*... I would like to know what the period of validity of certification ...*(Interruptions)*... Why this certification is made? *(Interruptions)*.... What is the validity of the certification? *(Interruptions)*.... How much time they will take? ....*(Interruption)*.... Also I would like to know what steps the Government is taking to help the Indian companies get this certification ,..,*(Interruption)*... Are they helping the Indian Companies? One aspect is that the public sector must get this certification. The other aspect is whether the Government is helping the Indian companies in getting the ISO-9000 certification and what steps the Government is taking in this regard... *(Interruptions)*...

SHRI P.K. THUNGON: We know the period ....*(Interruptions)*.... So far as the period is concerned, it is three years... *(Interruptions)*...

SHRI JOHN F. FERNANDES: Sir, it is a known fact that Maruti Udyog Limited is violating the procedure.... *(Interruptions)*... and the Maruti cars are rejected by the European countries... *(Interruptions)*... Maruti Udyog Limited has an agreement with the East European Bloc. After the merger of... *(Interruptions)*... all the cars have been rejected... *(Interruptions)* May I know from the hon. Minister whether the Maruti Udyog Limited has applied for the ISO certificate *(Interruptions)* My question is very clear, Sir.... *(Interruptions)* Maruti Udyog Limited has been making losses because most of the cars which they have exported to the Eastern Bloc have been rejected as they do not have the international standard... *(Interruptions)* May I know from the hon. Minister whether the Maruti Udyog Limited has applied for the certificate? *(Interruptions)*

SHRI P.K. THUNGON: The public sector companies which have applied for the ISO certificate are:

(1) Bharat Heavy Electricals Limited (BHEL);

(2) Steel Authority of India Limited (SAIL); *(Interruptions)*...

(3) Bharat Electronics Limited (BEL);

(4) Bharat Earth Movers Limited (BEML); ...*(Interruptions)*...

(5) Indian Telephone Industries Limited (ITI);

(6) HMT Limited; ...*(Interruptions)*...

(7) Project and Equipment Corporation of India (PECI); and

(8) Metallurgical Engineering Consultants Limited (MECL) *(Interruptions)*

MR. CHAIRMAN: I am afraid I have to adjourn the House for a short time, till 12 o' clock.

The House then adjourned at twenty-two minutes past eleven of the clock.

WRITTEN ANSWERS TO QUESTIONS

Age limit for women recruits

*342. MISS SAROJ KHAPARDE: Will the PRIME MINISTER be pleased to state:

(a) whether Government propose to raise the age-limit for recruitment of women in Government service;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SMT. MARGARET ALVA): (a) No, Sir.